MetroPlus Health Plan 2002 CAHPS: Child High Volume PCP Location Comparison

	Medicaid Comparison	Location A	Location B	Location C	Location D	Location E	Location F	ocation G	ocation H	cation I	ocation J	ocation K	ocation L	ocation M	Location N	Location O	Location P	Location Q	Child QI Focus
Child Survey Question/Scale	≊ັວັ				<u>_</u>			ບໍ		_ دُ	<u>_</u>	<u></u>	ບໍ			<u></u>		<u>2</u>	ַ
Do you have one person you think of as your personal Dr./Nurse ? (% Yes)	Below				Below														Network
Rating of Personal Dr./Nurse . (8,9,10 best)	Above	Above			Below								Above					Below	Provider
In last 6 mo., how much of a problem getting referral to Specialist? (% not a problem)	Above								Above						Above				None
Rating of Specialist . (8,9,10 best)		Above								Above					Above				None
During regular office hours, did you call Dr.'s office for help? (% Yes)	Below																		Network
When you called during regular hrs. did you get the help/advice you needed? (% Always/Usually)	Below																		Network
In last 6 mo., did you make a routine appt. with provider? (% Yes)	Below	Above												Below	Below				None
How often did you get a routine appt. as soon as you wanted ? (% Yes)	Below					Above					Above				Below				Network
How many days waited between making appt. and seeing provider for routine care ? (%<15 days)	Below		Below (59.1%)	Above (87.2%)		Above (96.2%)			Above (97.2%)						Below (42.9%)	Below (59.2%)			Provider
For an illness or injury , how often did you get the care as soon as you wanted ? (%Always/Usually)																			None
Where there delays in care while you waited for health plan approval? (% not a problem)	Above				Below													Below	M+ and Provider
How often did you wait 15 min or more past appt. time ? (% Never or Sometimes)	Below					Below	Below	Below		Above								Below	Network
How often office staff treated you with coutesy and respect? (% Always/Usually)	Below																		Network
Where office staff as helpful as you thought they should be (%Always/Usually)	Below																		Network
How often did the Dr. listen to you carefully ? (%Always/Usually)										Above						Above			None
How often hard time speaking with or understanding doctor because different language (%Never/Sometimes)	Below							Above											Network
How often did the provider explain things in a way you understand (% Always/Usually)	Below			Below			Above				Above		Below						Provider
How often did Dr. show respect for what you had to say ? (%Always/Usually)		Above															Above		None
Did the Dr. spend enough time with you ? (%Always/Usually)					Delam				A b								Abarra		Drovide
	Above				Below				Above								Above	Dola	Provider
Rating of Overall Health Care (8,9,10 best) Rating of Health Plan (8,9, 10 best)	Above				Below				Above									Below Below (2nd Year)	Provider M+ and Provider
Getting Needed Care Composite	Above								Above									· Sui /	None
Getting Care Quickly Composite	Below								715000	Above									Network
How Well Doctors Communicate Composite	Delow									VPOAG									None
•	Dele																		Network
Courteous and Helpful Office Staff Composite	Below																		N